

Technical Assistance Directory

Central Processing System (CPS)/Title IV Wide Area Network (WAN) Technical Support

Schools can contact CPS/WAN technical support at 1-800-330-5947 between 7 a.m. and 7 p.m. Central Time (CT) or by email at CPSWAN@ncs.com.

CPS/WAN technical support assists schools with:

- ◆ Obtaining software manuals, technical references, and user's guides
- ◆ Signing up for EDE enrollment and participation
- ◆ Changing and resetting passwords
- ◆ Correcting transmission errors
- ◆ Billing and invoices
- ◆ Obtaining software
- ◆ Processing renewal applications
- ◆ Dealing with rejected Electronic Data Exchange (EDE) records and batches
- ◆ Determining CPS batch status
- ◆ Obtaining software:
 - ◆ AWARE
 - ◆ Pell Payment for Windows
 - ◆ SSCR 32-bit
 - ◆ EDConnect
 - ◆ NET*CONNECT
 - ◆ OPEnet
 - ◆ EDEExpress software, which includes modules to help manage:
 - ◆ application processing
 - ◆ award packaging
 - ◆ Pell Grant data
 - ◆ Direct Loan data

Grant Administration and Payment System (GAPS)

Schools can contact the GAPS Payee Hotline at 1-888-336-8930 between 8 a.m. and 8 p.m. Eastern Time (ET), Monday through Friday. Schools can call the GAPS Payee Hotline to get help with drawing down funds or to ask questions.

National Student Loan Data System (NSLDS) Customer Service

Schools can contact NSLDS customer service at 1-800-999-8219 between 7 a.m. and 7 p.m. CT. NSLDS customer service:

- ◆ Assists with log on ID and password
- ◆ Responds to inquiries about:
 - ◆ system availability
 - ◆ processing times
 - ◆ status of a school's transmission
 - ◆ system navigation
- ◆ Assists data providers if transmission problems occur when trying to obtain or provide data to NSLDS

Title IV Programs

For general information and assistance, contact the Federal Student Aid Information Center at 1-800-433-3243 (1-800-4-FED-AID) between 8 a.m. and midnight ET, seven days a week (except for federal holidays). The Federal Student Aid Information Center:

- ◆ provides information on student financial aid programs,
- ◆ assists in completing the Free Application for Federal Student Aid (FAFSA), *and*
- ◆ disseminates many of ED's publications.

Schools can contact the Customer Service Call Center (CSCC) at 1-800-433-7327 between 9 a.m. and 5 p.m. ET for:

- ◆ inquiries pertaining to program and application processing issues relative to Title IV Programs *and*
- ◆ inquiries pertaining to the IFAP and SFA4Schools Web sites.

Schools can contact their ED Case Management and Oversight Service (CMOS) case management team for information about:

- ◆ Audit resolution:
 - ◆ status of ED's final determination letter
 - ◆ final determination appeal process
 - ◆ a corrective action plan
- ◆ Financial statement analysis
- ◆ Program review
- ◆ Recertification
- ◆ Separation of functions issues

A list of ED case-management teams and divisions, their telephone numbers, and the states they serve is on the next page.

<i>Case Management Teams and Divisions</i>			
Team	Division	Telephone	States Served
Boston	Northeast	617-223-9338	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
New York	Northeast	212-264-4022	New Jersey, New York, Puerto Rico, and the Virgin Islands
Philadelphia	Northeast	215-656-6442	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
Atlanta	Southeast	404-562-6315	Alabama, Florida, Georgia, Mississippi, North Carolina, and South Carolina
Kansas City	Southeast	816-880-4053	Iowa, Kansas, Kentucky, Missouri, Nebraska, and Tennessee
Dallas	Southwest	214-880-3044	Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
San Francisco	Southwest	415-556-4295	Arizona, California, Hawaii, Nevada, American Samoa, Guam, the Federated states of Micronesia, the Republic of Palau, the Republic of the Marshall Islands, and the Commonwealth of the Northern Marianas
Chicago	Northwest	312-886-8767	Illinois, Minnesota, Ohio, and Wisconsin
Seattle	Northwest	206-287-1770	Alaska, Idaho, Indiana, Oregon, and Washington
Denver	Northwest	303-844-3677	Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, and Wyoming
Foreign Schools	Northeast	202-708-8820	

Federal Pell Grant Support Line

Schools can contact the Recipient Financial Management System (RFMS) at 1-800-4-P-GRANT (1-800-474-7268) between 8 a.m. and 8 p.m. ET or their Federal Pell Grant financial management specialist for questions about:

- ◆ Financial information
- ◆ Document requests
- ◆ Batch processing status
- ◆ Messages
- ◆ Batch summaries
- ◆ Individual record rejects
- ◆ Statements of account
- ◆ Year-to-date Federal Pell Grant payment data requests

Campus-Based Programs

Schools can contact the campus-based operations team at 202-708-7741 or by fax at 202-205-1919 for information about:

- ◆ Preparing the Fiscal Operations Report and Application to Participate (FISAP)
- ◆ Correcting or verifying initial data and edits from the FISAP
- ◆ Interpreting tentative funding levels for their institution
- ◆ Determining final authorization levels for their institution (found in their Final Funding Authorization and Final Funding Worksheet)
- ◆ Confirming final adjusted authorization levels for their institution
- ◆ Releasing campus-based funds
- ◆ Reporting prior year recoveries

For information on the electronic FISAP process, contact an electronic FISAP administrator at 1-877-801-7168 (toll-free) between 8:30 a.m. and 5 p.m. ET.

William D. Ford Direct Loan Program

Schools can contact ED's Direct Loan Operations at 202-708-9951 between 7 a.m. and 5 p.m. ET for information about Direct Loan procedures and operations.

Schools can contact ED's Program Development Division at 202-708-8242 between 7 a.m. and 5 p.m. ET for information about Direct Loan policies and regulations. Schools should ask the operator to transfer them to a Direct Loan policy specialist.

Schools can contact Direct Loan Customer Support at 1-800-848-0978 between 7 a.m. and 7 p.m. CT. Direct Loan Customer Support provides information about:

- ◆ Direct Loan Technical Reference
- ◆ Direct Loan record layout
- ◆ Combo/mainframe support for Direct Loans:
 - ◆ provides support to schools creating their own Direct Loan processing system
 - ◆ provides support to schools creating their own interface with EDExpress software
 - ◆ helps schools develop files to import into EDExpress

Schools should contact the Direct Loan Origination Center at 1-800-848-0978 between 7 a.m. and 7 p.m. CT for information about:

- ◆ Monthly reconciliation and program-year close out
- ◆ Acknowledgements
- ◆ Batch integrity errors
- ◆ Promissory notes
- ◆ Batch status
- ◆ Rejected batches

Federal Family Education Loan (FFEL) Program

Schools can access the SFA Web site at
<http://www.ed.gov/offices/OSFAP/IGAL> to get information about:

- ◆ Treasury bill rates (Click on Current Interest/Special Allowance Rates)
- ◆ PLUS Loan interest rates (Click on Current Interest/Special Allowance Rates)
- ◆ Stafford Loan variable interest rates (Click on Current Interest/Special Allowance Rates)
- ◆ “Dear Colleague” or “Dear Partner” letters (Click on IFAP)
- ◆ Form 799 with instructions (Click on Lender Reporting)
- ◆ Form 1207 (Click on Lender Reporting)
- ◆ Form 1207 Instructions (Click on Lender Reporting)

Otherwise, schools can call the Office of Financial Management Lender and Guaranty Reporting at 202-708-9776 between 8:30 a.m. and 4:00 p.m. ET to get the same information.